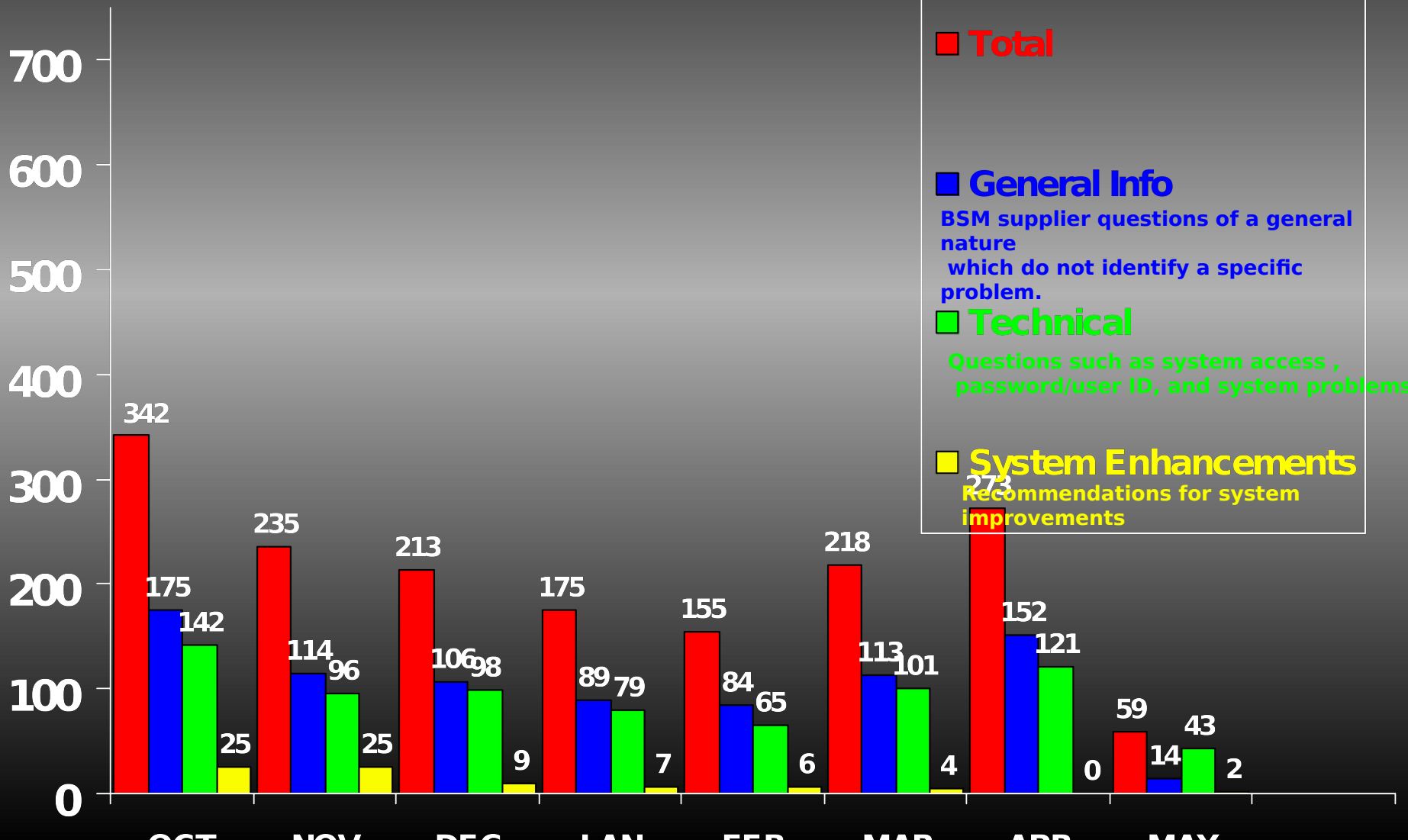




SRweb RELATED CONTACTS

As of 08 May 03

MONTHLY CONTACTS



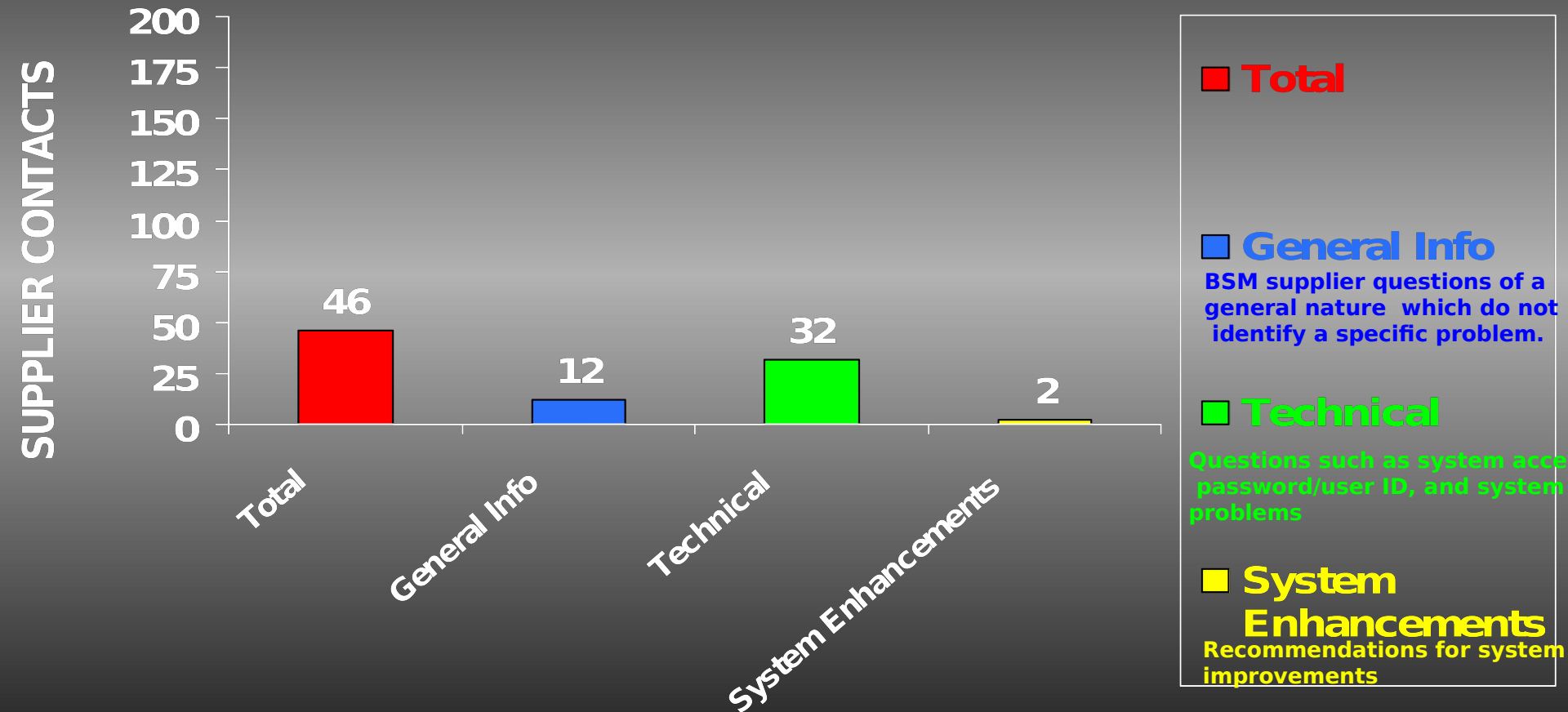
- **Total**

- **General Info**
BSM supplier questions of a general nature which do not identify a specific problem.
- **Technical**
Questions such as system access , password/user ID, and system problems
- **System Enhancements**
Recommendations for system improvements



SRweb RELATED CONTACTS

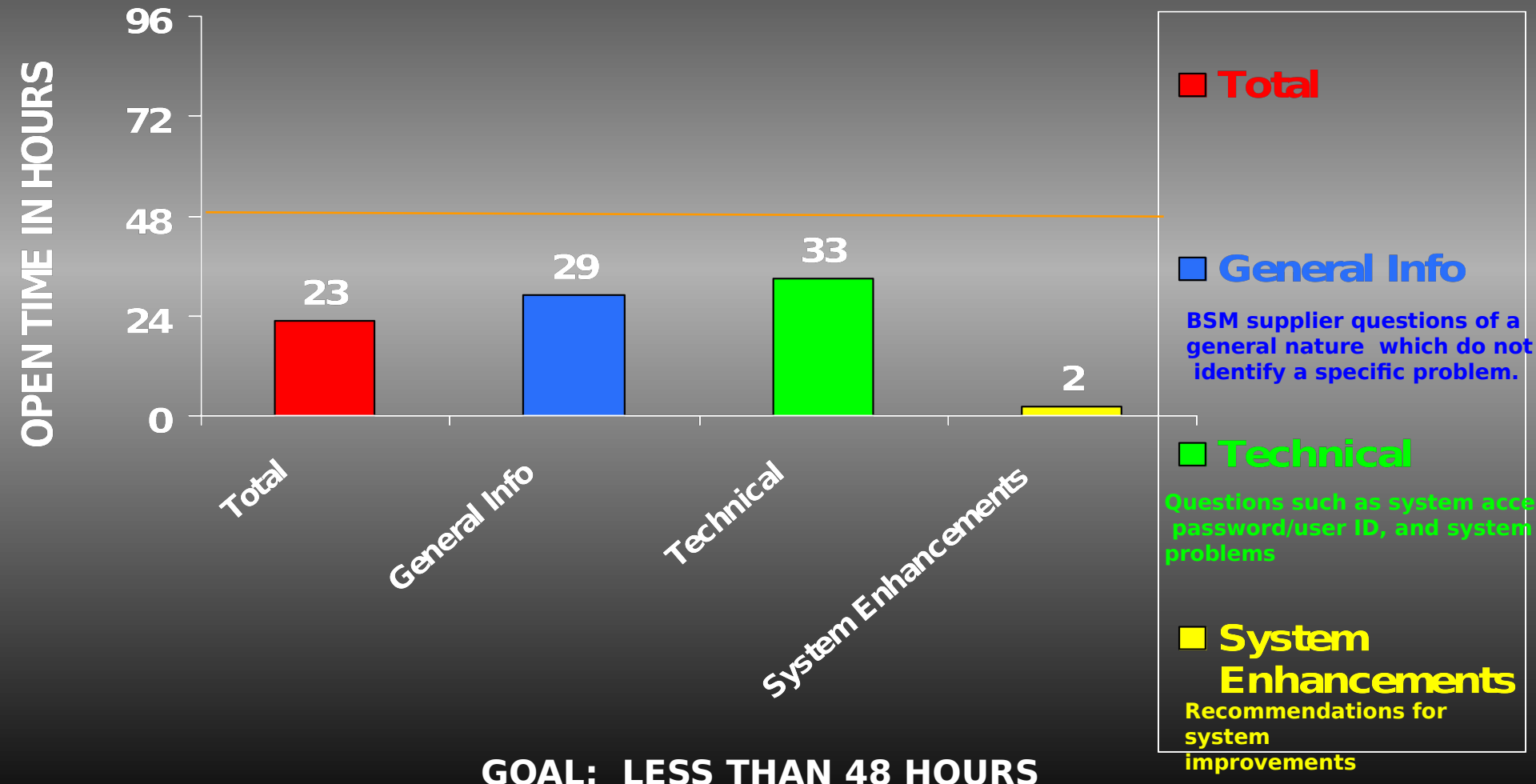
WEEK OF 02-08 MAY 03





SRweb ISSUES

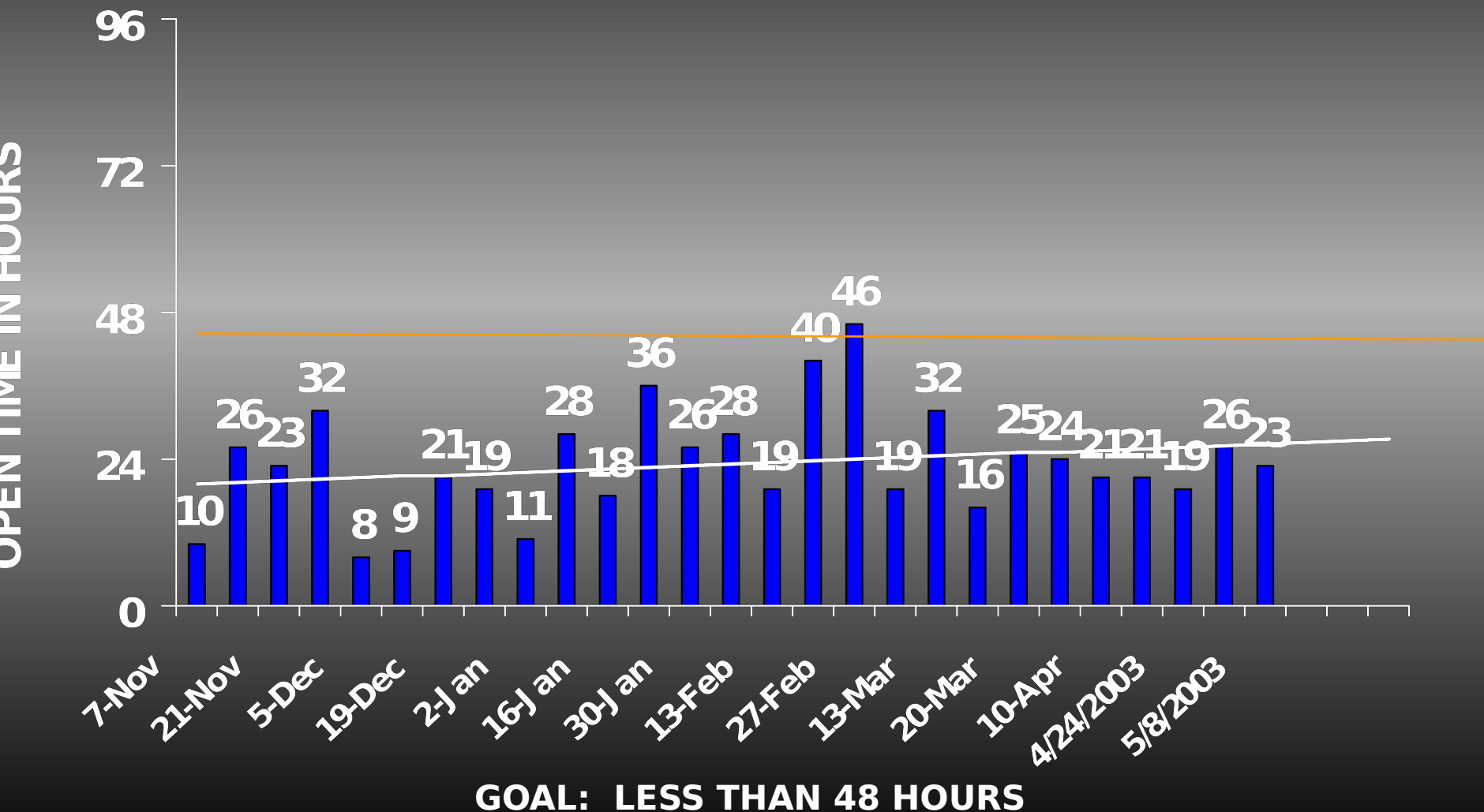
Average Resolution Time
02-08 MAY 03





SRweb ISSUES

Average Resolution Time (Trend)





AGED SRweb REMEDY ISSUES

TECHNICAL ISSUES NOT RESOLVED WITHIN 48 HOUR
SUSPENSE

AS 08 MAY 03

